

17 May 2000

JDTS-W (SSD) 00-TSCO-006

MEMORANDUM FOR TELECOMMUNICATIONS SERVICE CONTROL OFFICERS
(TSCO) IN THE NATIONAL CAPITOL REGION (NCR)

SUBJECT: Billing Issue for SkyTel Paging Services

Due to interoperability problems with the DTS-W and SkyTel billing systems, we were unable to provide a complete bill for SkyTel paging services dated 1 January 1999 through 31 May 2000. The bills you have received reflect charges for purchases of equipment and monthly recurring charges only. Charges for character overcall, pager upgrades and modifications to what you originally ordered have not been billed. Effective 1 May 2000, this problem has been resolved.

We have received a complete bill from SkyTel, which reflects extremely high charges for character overcall on some of the pagers in service. This is because most customers are under the basic plans, which include 3,000 characters for the Skyword pagers and 10,000 characters for the Skyword Plus, Skywriter and Pagerwriter 2000/2000X pagers. When a paging unit exceeds the monthly-allotted character, the pager incurs a character overcall of \$.08 per 10 character message block. It is likely that heavy users are those who are sending large volumes of e-mail messages to their pagers. This includes forwarding all of their e-mails to the pager, receiving stock quotes and also, replying to messages in which the original message is attached and is counted toward the total character count of that message.

SkyTel has agreed to credit charges that exceed \$500 dollars per month per pager for the period of 1 January 1999 through 31 May 2000. In addition, credit adjustments will be rendered to customers who processed disconnects during this period and through system error continued to be billed.

DTS-W and SkyTel would like to meet with you regarding the following issues:

1. Provide you with the unbilled charges incurred from 1 January 1999 through 31 May 2000 and discuss any issues and/or concerns prior to processing payment.
2. Recommend the appropriate paging units, character plans and services that would provide you with the most cost-effective use of available paging services based on your usage patterns.

Meetings will be scheduled with you in the near future to address these issues. In the meantime, we suggest that you alert your end users to use their pagers in a responsible manner so as not to incur further character overcharges unless necessary to their mission.

If you have any questions please contact the DTS-W Contracting Officer's Representative, Theresa Wood at (703) 696-0035 or Martin Fleming at (703) 696-7758.

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